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Conflict Resolution

A Pillar of Success

Objectives

- ▶ Determine what is a conflict
- ▶ Review common causes of conflict
- ▶ The different types of conflict
- ▶ Understand the different conflict handling modes
- ▶ Understand the benefits of a conflict
- ▶ Know some methods of resolving conflict
- ▶ Look at negotiation and some of its components
- ▶ Look at mediation and some of its components

What is a conflict?



- ▶ A disagreement or difference of opinion between two or more persons.

Common causes of conflict

- ▶ Individual differences
- ▶ Cultural differences
- ▶ Social differences
- ▶ Values
- ▶ Interests
- ▶ Religion
- ▶ Race
- ▶ Poor communication
- ▶ Fear
- ▶ Conflicting goals

Is conflict bad?

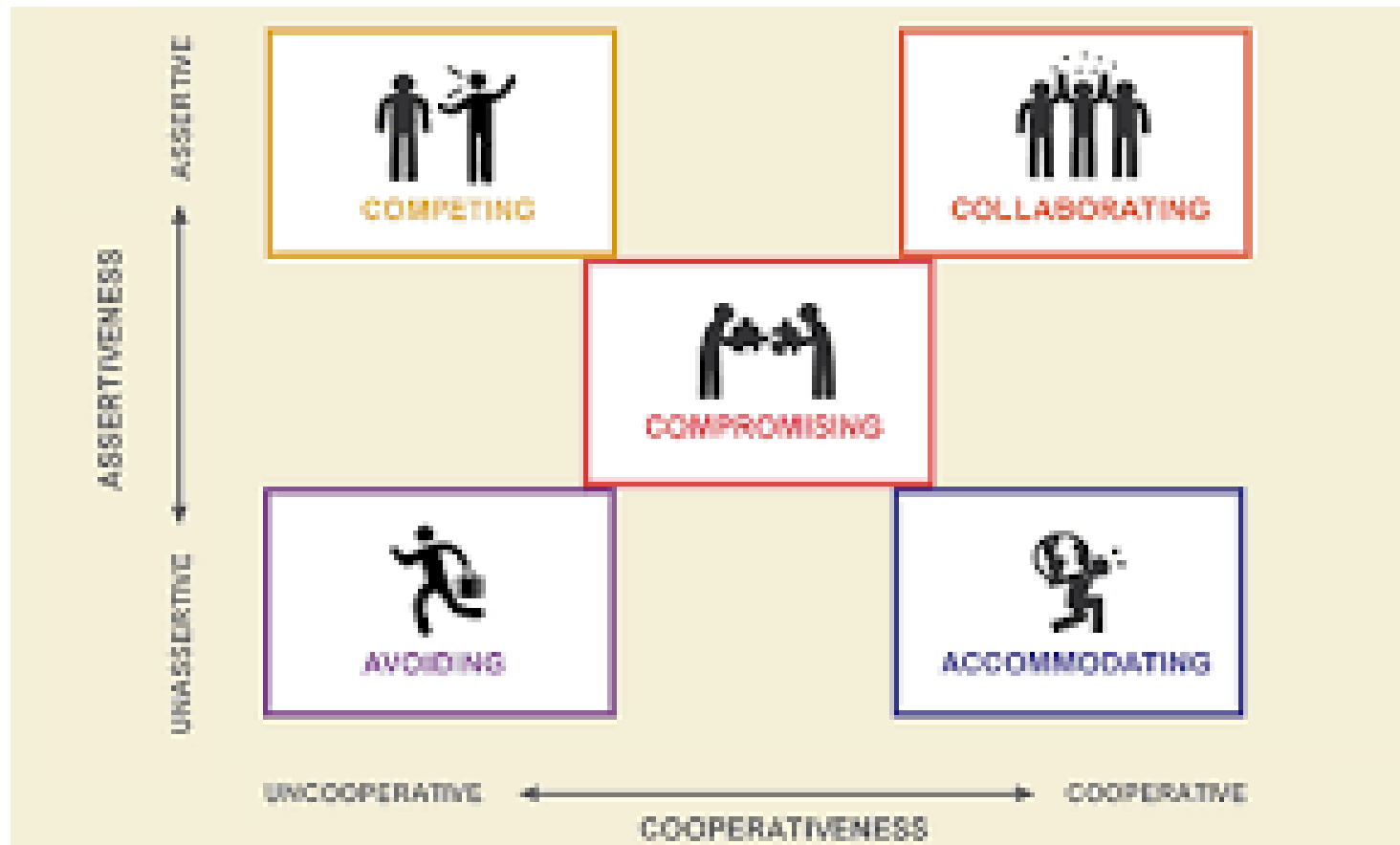
- ▶ Inevitable
- ▶ Opportunity for growth
- ▶ Opportunity for change

What is conflict resolution?

- ▶ The process (formal/informal) that is used to find a peaceful solution to a dispute.

Benefits of conflict

- ▶ Improve problem solving
- ▶ Clarity of issues
- ▶ Increase participant involvement and commitment
- ▶ Results in a better decision or outcome



Collaboration

The background features abstract, overlapping green geometric shapes, primarily triangles and polygons, in various shades of green. These shapes are concentrated on the right side of the image, creating a dynamic, layered effect. The left side of the image is mostly white, providing a clean space for the text.

- ▶ Working with others to achieve or create something.



- ▶ Awareness – We become part of a working entity with a shared purpose
- ▶ Motivation – We drive to gain consensus in problem-solving or development
- ▶ Self-synchronization – We decide as individuals when things need to happen
- ▶ Participation – We participate in collaboration and we expect others to participate
- ▶ Reciprocity – We share and we expect sharing in return through reciprocity
- ▶ Reflection – We think and we consider alternatives
- ▶ Engagement – We proactively engage rather than be reactive

Some methods of conflict resolution(ADR) strategies

- ▶ Facilitation
- ▶ Arbitration
- ▶ Negotiation
- ▶ Mediation

Negotiation

- ▶ Two or more parties talk with one another to resolve their opposing interests
- ▶ Key characteristic- parties need each other in order to achieve their preferred outcomes

Alternatives to working together

- ▶ BATNA
- ▶ WATNA
- ▶ Bargaining range

Mediation

- ▶ Confidential
- ▶ Voluntary
- ▶ Neutral third party
- ▶ Parties have control over the outcome

Benefits of Mediation

- ▶ Less costly than litigation
- ▶ Often builds/repairs relationships
- ▶ Gets to the root of issues
- ▶ Mutually satisfactory outcomes
- ▶ High compliance with decisions
- ▶ Customised agreements

Video time

- ▶ <https://www.youtube.com/watch?v=gtJN1b3z-nk>

Practicum

- ▶ As a service club, there are usually multiple demands on the limited resources available. The current economic climate has exacerbated this situation. The club has to decide which project to undertake. A vote of the committee members shows that there are two major competing activities. How do we go about deciding which project will be undertaken?

QUOTES

- ▶ Peace is not the absence of conflict, but the ability to cope with it.
— Mahatma Gandhi
- ▶ An eye for an eye will only make the whole world blind.
— Mahatma Gandhi
- ▶ Because people aren't perfect and relationships are messy, we all need to learn how to resolve conflicts.
— John Maxwell